



## **BANNER FINANCIAL AID USER SUPPORT PROTOCOL**

Why we care how you contact user support....

As you know, we periodically remind you that there are only two ways you should contact Banner financial aid user support:

email [SYS-BannerFinAidHelp@commnet.edu](mailto:SYS-BannerFinAidHelp@commnet.edu) or call (860) 244-7802.

Why do we want you to use only these two methods?

First, they are the most efficient ways to get help when you need it. All emails to the address above are distributed automatically to all Banner financial aid team members. If you call 244-7802 and have to leave a message, your voicemail is automatically sent to all team members as an email. These processes mean that your questions get the attention of all team members right away, and you get the solution you need as soon as possible.

The second reason is that only these two methods enable us to keep records of user support activity. Every year, as the system office prepares its budget request, we have to justify the need for user support. Unless support requests are made by the email address or phone number above, we can't quantify the benefit provided to the system's financial aid efforts by our user support team. If we can't continue to receive user support funding, the colleges will be less willing to release the aid directors who provide user support.

To sum up: to make sure you get the best service, and will continue to get it in the future, use only the email or phone number above for user support. Please don't call or email a team member directly.

Finally, to help us provide user support effectively:

**DO** explain the problem as fully as possible in your email or phone call.

**DON'T** just say, "Can someone call me?"

**DO** include the student's Banner ID number.

**DON'T** include social security numbers in emails or voicemails.

Directors, please be sure to share this with all your staff.

Thank you for your cooperation.